MSC EXEC's AGENDA SUMMER RETREAT
JULY 13TH, 2016
Hosted by Jack Albrecht of
Thompson-Hickman County Library
10:00a.m. – 4:00p.m.

Roll Call:
Present:
Board Members: Jack Albrecht, Diane Anderson, Wendy Campbell, Roberta Gebhardt, Holly Harper, Sinda Puryer, Kelly Reisig, Kathy Robins, Mark Wetherington, Debra Westrom
CMC Rep: Stephan Licitra
MSL Reps: Jessie Goodwin, Amy Marchwick, Bobbi DeMontigny, Cara Orban

Not Present:
Board: Lisa Mecklenberg-Jackson, Sonja Woods
MSL: Jemma Hazen, Jennie Stapp

Minutes from June 14th, 2016 Exec Board Meeting – Action: Holly Harper moved to accept the minutes as read. Jack Albrecht seconded. Accepted unanimously.

Chair's comments - Board Chair Sinda Puryer welcomed everyone and thanked Jack and Christina and Thompson-Hickman County Library for hosting the retreat. Sinda expressed deep gratitude to outgoing Board Members Lisa Mecklenberg-Jackson, Holly Harper, and Sonja Woods. She also welcomed new Executive Board Members Roberta Gebhardt, Kelly Reisig, and Debra Westrom.
Sinda asked for a volunteer to take minutes. Kathy will take minutes. Sinda asked for a volunteer to be the Board Chair. Sinda will be the Chair.

Work Plan Update (standing item) – Wendy Campbell and Holly Harper
- Communication with the Membership
- Conducting a Yearly Survey of the Membership
- Documentation of plan
- Subcommittee to maintain work plan
- Ad Hoc Committee for Cooperative Cataloging

Work Plan - Wendy and Holly created a process and spreadsheet for the Board to use to regularly review the work plan. They explained the work plan document to the board, including yearly tasks, and proposed timeline. Tabs were added for ongoing inter-library projects and completed projects. A survey of the membership will be done every other year to help inform board projects. Executive Board discussion will help determine the focus of board work for the membership. The board would like this document to be posted online for all members to see. Jessie will arrange that. Discussion ensued about the need for a subcommittee of the board to be responsible for keeping track of progress and reporting to the board. The spreadsheet should be updated at least yearly. It was decided that no subcommittee was needed. Wendy volunteered to be the data coordinator for the work plan and Diane volunteered to help.

Cooperative Cataloging Committee – Kathy and Roberta reported about the first meeting which took place on Monday, July 11. There are 9 members on the committee. In addition to the 9 Jessie, Jemma and Cara are involved as support for questions. The committee will research cooperative cataloging models in a variety of consortiums. Jessie provided a list of SirsiDynix consortiums with mixed-type libraries. The committee will meet up again on Jul 28 or July 29 and each member will choose a consortium or 2 to investigate. This will be done by interviewing appropriate contact people at the consortiums. A list of interview questions was started and a final list will be determined at the next meeting. The committee also discussed the need for training, vendor records and the possibility of having a short survey at the Fall Members Meeting. The consensus was that trainings and education must be relevant, rigorous and ongoing. It was suggested that some libraries may need a simplified version of the MSC Cataloging

Standards Guidelines. There is an issue with records that are viewed as "good enough" by some, yet are considered incomplete by others. The skills of an experienced cataloger are vital, especially for original cataloging.

MobileCirc: Jessie extracted some information about transactions. For Quarter April–June 2016: 47,379 transactions were done by 25 libraries. Training was done in Havre, Baker, Glendive, Missoula County Public Schools, Law Library, Missoula County Libraries and those libraries use it more extensively than others. Higher usage could be a direct result of training. Roberta will help Jessie compile stats for the entire past fiscal year. Board members shared success stories for checkout, library card sign-up and inventory uses of MobileCirc.

Content Management Committee (CMC) Update from Stephan Licitra
Stephan reported that the next meeting of the Content Management Committee will be online on August 16. Agenda items include ISBN and Hyperlink subcommittee reports and recommendations for cataloging standards edits. Discussion will take place at the CMC meeting on how MSC Standard Cataloging Procedures are used. Is the Standard Cataloging Procedures Guideline a how-to manual or a minimal standard? The CMC will begin sharing the tip of the month. They will also discuss standard acquisition procedures. Board discussion ensued to emphasize the importance of training. Stephan will plan a training session at the Fall Members Meeting.

Action Item: Appointment of Katy Callon of the Dept. of Transportation as the special libraries representative on the CMC. Holly moved and Wendy seconded. Unanimous vote of "Yes" to appoint Katy.

MSC System Update – Jessie Goodwin
MSC has a new sign that can be taken to meetings and trainings.

New libraries: Richey and Livingston have been added. Amy is configuring the libraries. Richey is retro-actively cataloging and may be requesting cataloging assistance. Livingston will go live on September 22. Jessie will be putting out a call for neighbor libraries to assist on go-live day. New libraries benefit from mentoring from other libraries. Board discussion included recommendations that new libraries shadow another MSC library 2 months prior to migration and get additional assistance 2 weeks after the migration.

Annual public library statistics: Jemma ran the stats for every library on the MSC for circulation, collection size and users and sent them to Colleen Hamer to load into the Annual Public Library Statistics. These will be pre-populated into the Public Library Statistics for each library. Cara reported that OCLC ILLs and MTLib2Go stats will also be pre-populated. Jemma created the stats reports in Blue Cloud Analytics and saved a template for each library.

3.5.1.1 upgrade: This upgrade to WorkFlows went smoothly. The upgrade, along with the WebServices upgrade, were needed to enable the patron checkout history and MobileCirc holds. MSC is beginning the work to configure patron checkout history. Jessie reminded the group that libraries can force an upgrade to WorkFlows through the client if the client has not upgraded. Click FILE and UPDATE STAFF CLIENT.

Library Withdrawals: The checklist is complete and will be posted on the contracts page online. Mark recommended that MSC send a reminder about 7 months before the end of the fiscal year so that any library that wishes to withdraw can complete their responsibilities in the required time frame.

On Order issue in Enterprise: Jessie explained that we have a platinum service agreement with SirsiDynix because we are a large client. This includes discounts and 2 hours of consulting per month. During the consultation this month, the "On Order" issue in Enterprise was discussed. The issue: Some "on order" items are disappearing from Enterprise when a second library adds the item. The SD consultant feels that a possible solution to the problem would be to change the search limits in Enterprise. He will work on this. If SD comes up with a solution, this will help with issues of libraries using acquisitions differently.

EBSCO "Discover It" link will be removed from every profile in Enterprise. This needs to be done individually for each library. Jessie was asked about Enterprise Administrator training so libraries can do this work themselves. Some "rooms" are shared among the libraries, so editors must know when they are changing Enterprise for just themselves or for the whole MSC. There is a high risk of changing other libraries' pages when editing. All editors must be very cautious. Bobby will train on Enterprise Administration with a few libraries. Montana State Library consultants may be able to assist with training.

ELibrary is still available. Enterprise appears to be more stable. The upgrade to 4.51 will ensure more stability in Enterprise. There is no hard and fast date for eLibrary to be turned off, but Jessie would like to see this done before the end of the calendar year.

Server Relocation – The 2 MSC Servers will not be able to be left in the server room at the State Library. There are 2 Options: SaaS (Software as a Service) from SD, which is cloud-based or move the servers to the State Data Center. There are costs associated with both. Jessie will gather as many costs as possible before the fall member's meeting.

Budget – Jessie will work with Chris Schmitz at the State Library after July 20 to close out FY16. She hopes to have a final budget by July 30. After that there will be a tracking budget for FY17.

Cost Sharing Formula – Kathy Robins and Jessie Goodwin
Jessie explained that the cost share formula is based on Titles, Patrons, Circs, and other costs shared equally. Both Titles and Patrons have discounts if a library does not meet a minimum number.

Kathy asked the questions: Is the current cost share formula sustainable? How was it determined? Can we study it? For example: Since FY13 the cost per user has climbed 42% - from 24 cents to 34 cents per user – for libraries with over 3,000 users. Nearly one quarter of the MSC users (90,000) have no associated charge because the library has fewer than 3,000 users. As we add more libraries, often they are small libraries with less than 3,000 users, thus increasing the number of users with no associated charge. Yet costs continue to rise and the libraries that pay for users realize an unshared cost increase.   Between FY16 and FY17, the cost per user jumped 6 cents for libraries that pay for users.

Jessie addressed the possibility of reducing expenses to impact the bottom line for each library. To reduce costs, we must prioritize and decide if there are ways to save. Kelly expressed that the budget is already very lean. Our contract with SD is locked in at 2% per year increase until 2022, but Jessie is talking with SirsiDynix about the possibility of freezing maintenance costs for 2 years. Enriched content is expensive. Jessie is checking to see if this can be provided to libraries on a profile-by-profile basis. Another cost savings could come from libraries getting direct invoicing from SirsiDynix. Other questions for prioritization include: Should we continue with MobileCirc? Should servers be at the State Data Center or SaaS? Budget prioritization will be important.

Jessie reported that libraries should take note of what they are paying for now. Not only are they purchasing an ILS, but they also receive system maintenance, enriched content, backups, high security for OPAC, contracting work, relationship with SirsiDynix, deep discounts from SD, incredible purchasing power, resource-sharing funds from MSL, 180 hours a week of staff time, 73 hours a week from MSL paid for by federal funds, shared bib records, and a network of colleagues.

Jessie said that the cost share spreadsheet can be updated in order to consider different cost share scenarios. Many considerations were brought forward and discussed by the Board in the spirit of cooperation and respect. Jessie will come to the next meeting with data associated for some scenarios requested by the Board Members.

Chouteau County Invoice Adjustment – Jessie Goodwin
Jessie reported about a billing error for Chouteau County libraries. The libraries were being billed as individual libraries instead of branches of one system, which would be a lower price. She suggested that

we invoice the library system properly as branches of one system and use funding from reserves to pay for the discrepancy.

Action Item: Wendy moved that we accept the adjustment to the Chouteau County invoice and pay the difference from reserves. Jack seconded. Passed unanimously.

Summer Regional Training Update – Bobby deMontigny
Bobby reported that there are new videos on Vimeo about font changes in the new upgrade of WF. Upcoming trainings will include step-by-step instructions of help features in WorkFlows. She is working on a tool to track progress in training. She will add self-paced and instructor led courses to the MSC learning page. She is also creating a glossary of acronyms. Bobby asked that all members email her with ideas for trainings and video tutorials. MSC will have training Sept 14 at the Fall Workshops in Polson and also at the Fall Members Meeting in Helena on Oct 5-6.

New System Policy Criteria Document Presentation – Jessie Goodwin
There is a need for a mechanism whereby MSC can add new policies for home locations, item types and circ rules, etc. Jessie reported that MSC staff has looked at this and is creating a document listing criteria for such a decision. Some standard criteria questions that need to be considered: Can this policy be used by more than 1 library? Is this an emerging need? Is there already a policy in place that could be used? Does it designate a different kind of collection? Is there a need for this because of statistical tracking? Criteria considerations will be finished soon and presented to the board.

Reorganization Conclusion Update – Amy Marchwick
Amy reported that the reorganization is wrapped up with only a few items to clean. Jessie is creating a summary document for the project. The purpose of the reorganization was to streamline the ILS for the purpose of minimizing costs and simplifying processes and reports. Some examples of how the reorganization has improved performance of the ILS and eased the workload of MSC staff:
- 165 item types went down to 46
- 570 circ rules were reduced to 72 and will eventually be 60
- 2,200 lines of rules were reduced to 1,201
- 500 home locations were reduced to 300
- Previously, to add a library to the Partners Sharing Group took 20 hours. Now it takes 8.
- Setting up and editing reports takes much less MSC staff time
- Finding the cause of an issue takes less MSC staff time
- In the future, library's requests for changes to circ rules will take a much shorter time.

Amy can limit the drop downs in WorkFlows wizards, but cannot limit the drop downs in report criteria. Each library will receive a list of how their collections are divided among the item types, item categories and home locations. After seeing these reports, libraries may want to make some adjustments and MSC staff will be able to make those batch changes. Amy will conduct a few last sweeps and be completed by end of August.

Public Comments, Closing announcements and Set Next Meeting Date
- Sinda reported that Flathead Valley Community College will start the search process for a new Library Director on August 1.
- Next meeting – online, September 7 at 1 pm – That will include preparation for Fall Member's Meeting.
- Adjournment: Roberta Moved to adjourn at 3:30 pm. Wendy seconded. Passed Unanimously

Submitted by Kathy Robins